

Senior Services

City of Newton Performance Management
October 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has gone up since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide social work and advocacy services to seniors and their families to help them access resources					
	↓	Number of seniors receiving case management	64	61	3
	→	% of requestors who receive assistance	100	95	5
	→	% of aid received within 30 days of request	100	95	5
2. Provide quality transportation services for seniors to important locations					
	↑	Number of unique riders	217	220	3
	↑	Total rides provided	1,657	1,583	74
	→	% of riders completely satisfied with timeliness with transportation service (semi-annually)	92	90	2
	→	% of riders completely satisfied overall with transportation service (semi-annually)	94	90	4
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.					
	↓	Number of programs offered	47	48	1
	↓	Number unique program participants	474	558	84
	↓	Total program participants	982	2,338	1356
	↑	% of program attendees completely satisfied by Tai Chi Class	94	95	1

Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency.

The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.

Program participation was down this month due to the Senior Center being closed for for several days for boiler repairs.